OPET PETROLCÜLÜK A.Ş.
PRIVACY NOTICE ON THE PROCESSING OF PERSONAL DATA FOR REQUEST AND COMPLAINT COMMUNICATION CHANNELS

Pursuant to the Law No. 6698 on the Protection of Personal Data ("**Law**"), your personal data may be processed by Opet Petrolcülük A.Ş. ("**Company**" or "**Opet**"), acting as the data controller, within the scope described below.

Personal Data Collected

Within the scope of conducting our business activities, the following personal data may be processed:

Personal Data Category	Specific Personal Data
Identity Information	Name and surname
Contact Information	E-mail address, contact address, telephone number, social media account/address
Vehicle Information	License plate number
Request and Complaint Information	Complaint information received/collected through electronic and/or physical channels, information regarding actions taken in relation to complaints received/collected through online channels, evaluation reports regarding complaints received/collected through online channels

Purposes and Legal Basis for Processing Personal Data

Your personal data collected may be processed for the purposes set out below ("**Purposes**") in accordance with the personal data processing conditions and purposes specified under Article 5 of the Law.

Personal Data Categories	Personal Data Processing Purposes	Legal Basis
• Identity Information • Contact Information • Vehicle Information • Request and Complaint Information	• Fulfilment of requests received from public authorities; • Provision of information to authorized institutions as required under applicable legislation; • Ensuring compliance with statutory retention obligations; • Responding to applications submitted by data subjects in accordance with applicable legislation and carrying out the necessary procedures	***Expressly stipulated by laws and being necessary for the data controller to fulfil its legal obligations***
• Identity Information • Contact Information • Vehicle Information • Request and Complaint Information	• Responding to your requests and complaints submitted to us and carrying out the necessary processes regarding such requests (for example, receiving your	***Being necessary for the purposes of the legitimate interests pursued by the data controller, provided that it does not harm the fundamental***

	feedback concerning our services); • Contacting you to inform you about the actions taken by the Company in relation to your requests and complaints or to ask additional questions in order to better understand your request; • Using your requests and complaints for the purpose of developing the Company's business strategies and improving the products and services offered by the Company.	***rights and freedoms of the data subject***
• Identity Information • Contact Information • Vehicle Information • Request and Complaint Information	• Serving as evidence in possible disputes that may arise in the future, • Receiving, evaluating and resolving your requests and complaints	***Based on the legal basis that processing is necessary for the establishment, exercise or protection of a right***

To Whom and For What Purposes Processed Personal Data May Be Transferred

Your personal data may be transferred within the scope of the personal data processing conditions set out in Article 5 of the Law and in accordance with the rules regarding the transfer of personal data specified under Articles 8 and 9 of the Law.

Recipients of the Transfer	**Purpose and Legal Basis of Transfer**
• Our Suppliers *(Refers to all third-party service providers from whom goods and services are procured in order to provide our services and carry out our activities. For example: consultancy firms, parties providing information technology infrastructure services, engineering firms, law firms, translation agencies, cargo/courier/distribution companies, inspection/audit/archive firms, valuation and appraisal firms, technical maintenance, repair, control and monitoring firms, etc.)*	***Based on the legal bases underlying the Purposes specified above, within the scope of fulfilling such Purposes:*** • Receiving consultancy, information security, archiving and support services for the fulfilment of the above-mentioned Purposes by our Company. In cases where these parties are located abroad, in addition to the above, the relevant transfer shall be carried out based on the existence of standard contracts announced by the Personal Data Protection Board
• Legally Authorized Public Institutions and Legally Authorized Private Organizations *(Refers to private and public institutions and organizations authorized to request information*	***Based on the legal basis that it is expressly stipulated by laws and necessary for the data controller to fulfil its legal obligations:***

and documents due to the relevant legal regulations or legal processes, public and private institutions and organizations to which information transfer is mandatory pursuant to legal regulations, and public and private institutions and organizations from which we obtain information verification to ensure legal transaction security. For example: BDDK, SPK, TCMB, Ministry of Treasury and Finance, MASAK, The Banks Association of Turkey Risk Center, Revenue Administration, Social Security Institution, Central Securities Depository, Credit Bureau, judicial authorities, notaries public, Union of Turkish Notaries, Registered Electronic Mail service providers, etc.)	• Fulfilment of legal reporting and information requests, • Conduct of legal audit activities, • Conduct of legal processes, • Fulfilment of our obligations arising from legislation

Method of Collection of Personal Data

Your personal data are collected electronically through our mobile application, official social media accounts, e-mail, telephone channels and the form available on our website, for the purposes of achieving the Purposes described above.

Rights of the Data Subject Under Article 11 of the Law

As a data subject, if you submit your requests regarding your rights under Article 11 of the Law to our Company by completing the Data Subject Application Form, which can be accessed at https://www.opet.com.tr/en/information-society-services/protection-of-personal-data. Your request will be concluded free of charge as soon as possible and no later than thirty (30) days, depending on the nature of your request. However, if the process requires an additional cost, the fee specified in the tariff determined by the Personal Data Protection Board may be charged.